

East Dorset  
Citizens Advice Bureaux



# Annual Report

## 2011/12

We're here to help.  
Whoever you are.  
Whatever the problem.



## Board of Directors

### ELECTED MEMBERS

**Alan Honnor**

Chairman

**Maureen Godfrey**

Vice Chairman

**John Rynne**

Company Secretary

**Graham Hall**

Treasurer

**Diann March**

Chairman of Friends

**Barbara Manuel**

East Dorset District Council

**David Morgan**

East Dorset District Council

**Sandra Grove**

Verwood Town Council

**Robin Cook**

Wimborne Town Council

### CO-OPTED

**John Muggleton**

Ferndown Town Council

**Alan Breakwell**

Co-opted November 2011

### STAFF ADVISERS TO THE BOARD

**Tony Molloy**

District Manager

**Pat Temple**

Advice Manager

### VOLUNTEER ADVISERS TO THE BOARD

**Sophie Brown**

Staff Representative (W)

**Beryl Sinclair**

Staff Representative (F)

### INDEPENDENT EXAMINER

**Princecroft Willis**



## Wimborne Citizens Advice Bureau

Hanham Road, BH21 1AS

The Citizens Advice service provides **free, independent, confidential and impartial** advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

#### *The service aims:*

- To provide the advice people need for the problems they face;
- To improve the policies and practices that affect people's lives.

## Ferndown Citizens Advice Bureau

1A Princes Court, Princes Road, BH22 9JG





## chairman's report

### **ORGANISATION**

As I indicated in my last report it was necessary to make changes in our organisational structure, and I am pleased to say that these changes are operating very satisfactorily and enable the Bureau to maintain, what I believe to be, an excellent level of service to our clients.

I also indicated that Citizens Advice were considering a wide range of changes in the way that the bureau network is administered, and expressed my view that, although changes may be necessary, some of the proposals would not be in the best interests of individual bureaux. As a result of the feedback which Citizens Advice received from bureaux they are now reconsidering their future options in consultation with a panel of representatives from various bureaux.

### **FINANCE**

With the financial support we are receiving from the EDDC, County and Local Councils, Rotary, Lions and our own 'Friends' and the continued careful control of our expenditure, we are hopeful that we will again be able to reduce the budgeted shortfall without affecting our service to our clients.

### **OUTREACH**

It is our intention to expand our outreach projects over the forthcoming year enabling us to offer our service to those who find difficulty in travelling to our Wimborne and Ferndown bureaux.

Finally I would like to thank all Staff, Volunteers and my Fellow Trustees for all the hard work, help and assistance they continue to give, to support our work, which is becoming increasingly essential and important due to the present economic climate.

*Alan T Honnor*



## district manager's report

**Whether you have picked up this annual review in our reception area and are flicking through the pages whilst waiting to see someone, or have been sent it along with our annual letter to our regular funders, I'm sure you will not fail to notice two recurring themes that run throughout the document.**

The first is the sheer hard work that is put in during the year on behalf of our many clients, and secondly the scale and dedication of the volunteering that goes on at East Dorset CAB and that allows us to deliver the services that we do.

It is difficult to overstate just how varied the problems are that come to us. Whether it's someone telephoning, or walking into our two main offices, or visiting one of our outreach sites, it's impossible to know just what will turn up in a day. I regularly give talks and presentations to a wide variety of groups and organisations in an effort to publicise the service. Recently as I was leaving the office to do one such talk I asked a colleague to print off a summary of the cases that had been dealt with that day. There were 32 enquiries in total, and they represented a broad spectrum of problems.

One was a client whose neighbour had removed a tree from their property and in doing so had damaged their fence. The client was given some initial information over the phone which gave them the confidence and reassurance to know where they stood and how to go about seeking redress for the damage. Another client was someone who was experiencing marital problems and related debt issues. They had been married for many years, but were unsure of where the marriage was going. Their partner had full financial control and had removed them from their bank account. The client had no idea of how much debt was involved, or in whose name it was recorded. It doesn't need me to tell you the complexity associated with or the sensitivity required to deal with such an enquiry.

Much of the help that we give is through our dedicated and trained volunteers who are supported by a small cadre of part-time paid supervisors and their administrative colleagues. This is my annual opportunity to publicly record my thanks on behalf of all our clients for the amazing work that you do. And to those who provide us with the funding necessary to keep our systems going, my thanks to you also.

So, if you are reading this while waiting in our reception area, I hope you will feel confident that we will do our best for you, and that you will have a positive outcome to whatever problem it is that you face.

***Thank you to you all***

*Tony Molloy*



## treasurer's report

The last year has been a cautious one financially. Income was down by over £20,000 but this was matched by a reduction of £12,000 in expenditure, mainly due to retiring staff not being replaced. The net result is a small surplus of £5,800 which has helped to bring the level of reserves in line with the objective set by the trustees.

East Dorset CAB does not hold large reserves and depends on the support of local district, town and parish councils as well as private individuals to maintain its services, together with regional and national grants that tend to last between one and three years. These grants represent around one third of our income and cause a volatility that makes it difficult to maintain services consistently over the longer term. With the small reserve that we have now created we should be able to maintain our services with greater consistency despite these fluctuations in income.

For the future I am delighted that East Dorset District Council and the town and parish councils have been able to continue to provide their support despite the pressure on the public sector. The "Friends of East Dorset CAB" have yet again made an amazing difference and have enabled us to maintain a quality and range of services that would not be possible without them. In addition for 2012-13 we are receiving a £40,000 one year grant that is supporting the expansion of specialist services particularly in Ferndown but also to expand the outreach to other locations in East Dorset

*Graham Hall - Treasurer*

2010/11 (£)	Income	20011/12 (£)
<b>GRANTS AND DONATIONS</b>		
67,600	East Dorset District Council	67,600
9,445	Macmillan	18,451
8,670	Friends of East Dorset CAB	9,576
9,225	Citizens Advice Supervision Project	9,230
9,000	East Dorset District Council Supervision Project	9,000
7,750	Dorset County Council	7,825
6,000	Primary Health Care Trust	6,000
4,657	Valentine Trust for Heatherlands Project	5,041
5,500	Wessex Water	4,000
0	Dorcap Home Visiting	2,396
13,760	Additional Hours Project	1,554
1,569	Client and general public donations	1,321
1,000	Wimborne and Ferndown Lions club	1,000
758	North Dorset CAB	731
600	Rotary and Inner Wheel	700
326	Training and room hire fees	175
118	Citizens Advice	70
17,968	The Big Lottery Fund	0
3,000	East Dorset Housing Association for Money Advice	0
1,604	East Dorset District Council IT Systems	0
<b>Town Councils</b>		
6,300	Ferndown	7,500
6,000	Wimborne	6,000
2,000	Verwood	2,000
<b>Parish Councils</b>		
1,000	Colehill	1,000
500	Corfe Mullen	800
440	St.Leonards & St.Ives	350
200	Holt	250
150	Cranborne	150
100	Alderholt	100
100	Knowlton	100
100	Sixpenny Handley with Pentridge	100
100	Sturminster Marshall	100
100	West Moors	100
300	West Parley	0
185,940		163,220
1,086	Bank Interest	1,368
	Other Income	1,988
<b>187,026</b>	<b>Total</b>	<b>166,576</b>
<b>EXPENDITURE</b>		
131,421	Salaries, Pensions, National Insurance	112,630
2,986	Staff Costs	4,506
15,754	Office Costs	14,000
13,957	Premises Costs	17,677
6,060	Other General Expenditure	6,590
1,668	Fundraising costs	2,636
692	Governance costs	2,692
<b>172,538</b>	<b>Total</b>	<b>160,731</b>
<b>SURPLUS OF INCOME OVER EXPENDITURE</b>		
14,215	Increase in General Reserves	6,117
273	Decrease/increase in Restricted Reserves	-273
<b>14,488</b>	<b>Total</b>	<b>5,844</b>
<b>BALANCE SHEET</b>		
31-Mar-11		31-Mar-12
<b>Current Assets</b>		
155,000	Interest Bearing Accounts	205,000
25,274	Current account and cash	30,699
3,751	Debtors and prepayments	3,658
-15,304	Creditors - amounts falling due within one year	-64,793
<b>168,721</b>	<b>Net Assets</b>	<b>174,565</b>
<b>Represented by:</b>		
125,621	General Reserve	129,565
13,100	Legal Liabilities Reserve	15,000
12,000	Staff sickness Reserve	12,000
12,000	Premises Reserve	12,000
6,000	IT Replacement Reserve	6,000
<b>168,721</b>		<b>174,565</b>



## advice manager



**Once again this year I have been astonished by the depth and breadth of the knowledge and expertise of our volunteer advisers and assessors.**

It has been a challenging year for everyone with a turn-over of staff which has left the rota very thin on some days but the commitment and dedication of those remaining and the willingness of the new recruits to learn have meant that we have continued to be able to offer an excellent service to our clients.

We have volunteers who, in addition to their usual duties, represent clients at benefit tribunals, write easily understandable information leaflets on a wide range of subjects, produce spreadsheets that can be used by advisers to prepare budgets and to do complex benefit calculations. These tasks are not one-off but require frequent up-dating. When the funding for a paid home-visitor ran out some of our volunteers filled the temporary breach. A group of volunteers are trained to supervise advice sessions when the paid staff are on leave.

In October Citizens Advice intended to introduce a new nationwide case recording system which would require that everyone in the bureau underwent retraining. A group of volunteers devised the training and had set up a rota to deliver it over a period of a month. Unfortunately we were half way through this training when the new system was found to be unstable and had to be temporarily withdrawn.

Those of us trying to run the bureau in these bleak economic times are immensely grateful and proud of the dedication of the volunteers.

*Pat Temple*

## office manager



**Last year I wrote that we were preparing for the big change in case recording to a new platform called Petra. We were due to start in October, but owing to software glitches, we are still waiting. For those who had undergone initial training this is somewhat frustrating but we are hopeful that we will make the change sometime this year.**

We are most grateful to the Board of EDCAB for authorising the redecoration of the Wimborne office. Some rooms were in a dire state, and it is so much more pleasant to work in a fresher environment. We took the opportunity to prune our paperwork and have managed to do away with about twelve shelves.

In the autumn we were fortunate to have the help of Pauline Miller-McIlravey, the Health and Safety Officer for East Dorset and Christchurch Councils, to assist with a thorough fire risk assessment in both Ferndown and Wimborne. She also came to a staff meeting and demonstrated how to use fire extinguishers, and let us have a go (outside!).

At the end of March we said farewell to Pat Anderson, who, as adviser, supervisor and receptionist, had volunteered here for 26 years. Happily we will still see her as she remains on the Friends' Committee.

Finally thank you to all the admin volunteers who support the bureau both behind the scenes and as receptionists.

*Lucy Campbell*

## social policy



**The CABs twin aim is to improve the policies and practices which affect people's lives. Each bureau works to identify and if possible take appropriate action on those policies and practices.**

A few examples of our work this year:

- Child Poverty. We have participated in the Dorset Social Policy group's work bringing to the attention of schools and local government the difficulties facing families over the cost of school uniforms, and the lack of help to pay for them.
- One of our social policy team introduced the idea of an "Oil Club" to his local Parish council. This would enable local residents to buy oil in bulk at a cheaper rate.
- We responded to a national survey on Lasting Power of Attorney by flagging up a client's difficulties in completing the form correctly.

All our advisers fill in an evidence form when they spot a particular injustice for a client. Our social policy team passes on the key evidence to the national Citizens Advice team, who use the evidence gathered from all over the country to bring problems to the attention to the national bodies who have the power to address the issues. It is a process respected throughout the political spectrum of the UK. We are proud to be part of that here in East Dorset.

*Gillian Dawson*



## macmillan project

**The Dorset Macmillan CAB Project helps people with cancer and their families. I joined in July last year and have been kept very busy with around 90 clients. I am part of a team of 4 advisers based in different bureaux.**

Referrals come mainly through health professionals via our central Co-ordination at Dorchester CAB. I cover a wide geographical area including East Dorset, North Dorset, Purbeck and Christchurch but also have some clients in Swanage and Dorchester. We do some telephone advice and bureau appointments but the majority of clients are visited in their own homes.

A large part of our work is around benefits, assessing entitlement, helping with any problems and completing applications for disability benefits. We also apply for grants to help with increased living costs, to buy aids or equipment, or to help patients have a much-needed break. I have accessed £14,000 in grants for my own clients. We help with housing and employment problems and any other issues that arise due to the client's illness. We often first contact a client when they have been newly diagnosed and are in need of support and general information. We stay with them through their cancer journey as their circumstances change and they progress through treatment. This may take months or years. As an adviser it is emotionally demanding, but a real privilege to be part of this journey and to be able to help at what is often a difficult time for patients and their families.

*Mandi Douglas*

## training

**We have successfully trained four new gateway assessors and completed the training of another. We also have four advisers in training - two nearing completion (one of these with a debt speciality), one just starting to interview clients and another awaiting more client contact. The paperwork needed to complete assessments fells a few trees, but helps ensure our processes are up to scratch and staff meet the competences expected for their roles. Our depleted staff numbers mean we are currently recruiting new staff.**

We have relied on e-learning from a variety of sources to meet some of our training requirements. These, though, do not meet all needs or, indeed, suit all temperaments, so we have been pleased that some new courses helping us with tax credits have been introduced (even if, initially, only in London). Shelter have also run courses which have helped us deal more effectively with the housing / money / relationship issues clients bring to us. Thanks also to Graham for keeping us on our toes with benefits changes and others in the bureau who keep us updated on many topics.

We had expected to have a new recording system (Petra) this year, so spent time learning about and training on it. However, this was aborted in the autumn at the last minute by Citizens Advice... We now, though, have updated information systems for our gateway assessors to help the public with: [www.adviceguide.org.uk](http://www.adviceguide.org.uk), and our internal AdviserNet system supports our advisers, so we are learning our way around these.

Thank you to all who have helped with the training this year, especially Eddie, who is a great support.

*F Wilkinson*



## money adviser

**Debt problems are still on the increase and this year we have had 2037 new debt issues, an increase of 363 from last year.**

There are many more clients who have access to the internet and can use our self help programme and for this we are most grateful to our Gateway Advisers and Receptionists who can advise and point our clients in this direction. Clients are always made aware that they can return to the Bureau for further advice and assistance with an experienced adviser.

An Adviser will always try to maximise a client's income and where possible reduce some expenditure. When this has been done an adviser will look at the possible options and the client will be told the rights and responsibilities of both the client and the creditor before any further steps are taken.

We have assisted as Intermediates in processing Debt Relief Orders. This helps clients who have debts below £15,000 and do not have much in the way of assets. An Adviser will always discuss the pros and cons of such action and any other available options with the client.

In the next year we are looking forward to providing an even better service for debt clients with more advisers in Ferndown, Wimborne and Home Visiting.

We look forward to the continued good relationships with Synergy Housing Association staff and EDDC. These relationships enable us to provide better assistance to our clients, reducing the number of evictions and bailiffs warrants for Council Tax.

I would like to thank local agencies and especially Wessex Water for their financial assistance both to us and to our clients.

I would like to take this opportunity to thank all the people that I have worked with over the past several years for their constant support and I wish you every success in the future.

*Nora Hall*



## outreach

### Heatherlands Outreach

**I have now been at Heatherlands for over a year and thanks to the Valentine Trust and Synergy, who came up with the funding, I shall be here for another year. I have become quite a fixture and even get my coffee brought to me by Dawn who runs the kitchen for the toddler group.**

I have got to know various members of the community e.g. Julian the Community Police Officer partly because he drops in for a surgery and partly because I have been invited to join the PACT group (Partners and Communities Together).

I have seen Community Support Officers come and go and recently a new Synergy Neighbourhood Officer moved onto the estate. Simon Black seems more approachable and helpful and he pops in from time to time and so provides a more visible presence.

Since the pre-school nursery moved into its new home, I find myself visiting and there is always something the helpers need to quiz me about.

There has been a steady stream of clients; I regularly see 3 or more people and I never have days when nobody turns up. I have a number of regulars who come back week after week. I feel we are making a real difference to the local residents.

As I enter my second year here I have built up a very good rapport with the local community leading to an increase in clients and a greater demand for my services. I find I am making appointments to see people at the Ferndown branch on Tuesday afternoons as well.

The success of this project has led to the start-up of 2 further outreach projects and a Money and Life Skills course.

I am anticipating an exciting and challenging year ahead!

*Sophie Brown*





## outreach

### The GP Outreach Project in Verwood and Cranborne

**April 2012 marks 12 years of this service being offered in these two practices. It is still a very well used service** - with the increase in complexity of a lot of cases, it sometimes feels it is a little too well used for comfort! I've had quite a number of clients who currently claim Incapacity Benefit, present with their questionnaires to be assessed for transfer to Employment and Support Allowance. So far no appeals, but I think that will almost certainly change as more and more clients who have been 'abandoned' on Incapacity Benefit, many for years, have their cases scrutinized in a much harsher light. It is to be hoped that the level of support needed by such claimants really is offered to recognise their mental and emotional needs, as well as their physical difficulties.

The other big change coming on board is the 12 month limit for clients to receive Contribution Based Employment Support Allowance. I have already had my first client contact me about this and ask 'What have I paid my National Insurance contributions for?' Yet another erosion of workers' entitlements and surely a social policy issue. Other issues have been much the same as previous years – lots of Attendance and Disability Living Allowance claims and one Employment and Support Allowance appeal. The appeal and the vast majority of the disability benefit claims have been successful, in no small part due to information provided by the clients' caring G.P.

When clients ask for financial help, I now always start the process by sending the client a debt pack and referring them on to a specialist debt adviser. This method is always well received because the client feels assured of the best possible help and support. Occasionally I get an employment enquiry and again I take advantage of help from a specialist adviser to be sure the client has received the best advice.

Overall, I think this is a highly valued service and one which would be greatly missed if the funding should be withdrawn in these straightened times. Hopefully the statistics that I submit each year will ensure this doesn't happen.

*Sue Lynch*



## employment

**This year I am not giving a statistical overview of the number of Employment Tribunals, or the amount of money they received. I am instead going to give a snapshot of cases that I was advising on during February 2012.** I believe this will convey why expertise in employment advice is needed. These cases have a level of complexity which requires more than the generalist adviser can provide.

- One client with learning difficulties was dismissed from work after 7 years. Why? For grumbling. Our advice identified a claim for Unfair Dismissal and for Discrimination.
- One client had 13 years service but when the employer had no further work was not offered any Redundancy Pay.
- Another client worked for 2 years before being told that there was no further need for that work: she received neither Redundancy Pay nor notice nor accrued holiday pay. The total was only a few hundred pounds.
- A client disputed with his employer the validity and legality of practices in the employment. He left and claimed constructive unfair dismissal.
- A client selected for redundancy soon after returning from maternity leave was concerned that her pregnancy and maternity leave had something to do with it.

Four of those five clients needed to use the Employment Tribunals system to engage with their former employer. Three of the five above made mutually satisfactory agreements with their former employers. Only 2 are proceeding to a tribunal hearing. The government's intention to charge fees is likely to be a serious impediment to clients who have not been paid what is owed. The proposal is that matters would cost about £400; an unfair dismissal over £1000 and discrimination even more. We await the final decision on this with trepidation.

*Gillian Dawson*



## friends of east dorset CAB

**The Friends have had another successful fundraising year and received a further generous donation of £1,500 from the Salisbury Charitable Trusts via our Patron Lord Cranborne. We are most grateful that we have such a supportive Patron.**

Once again we served teas when Mary and Roger Angus opened their garden under the National Garden Scheme and also at Wimborne St Giles. We rely heavily on willing helpers who not only bake the cakes but also give up their leisure time to serve the teas and wash and dry up.

Our fund raising events this year included holding a "Call My Bluff" evening at Corfe Mullen Village

Hall which was greatly enjoyed by those who attended. Again we supported the Rotary Swimathon and Santa Fun Run and the Bureau Manager Tony Molloy, together with Norman Lynch, did a Sponsored Bike Ride which started and ended at the Wimborne Bureau and took in all our outreach and other bureaux. To make things easier to donate, we have now set up a Virgin Money Giving on-line donation page. This greatly eases the workload of the Treasurer as it automatically deals with the Gift Aid as well.

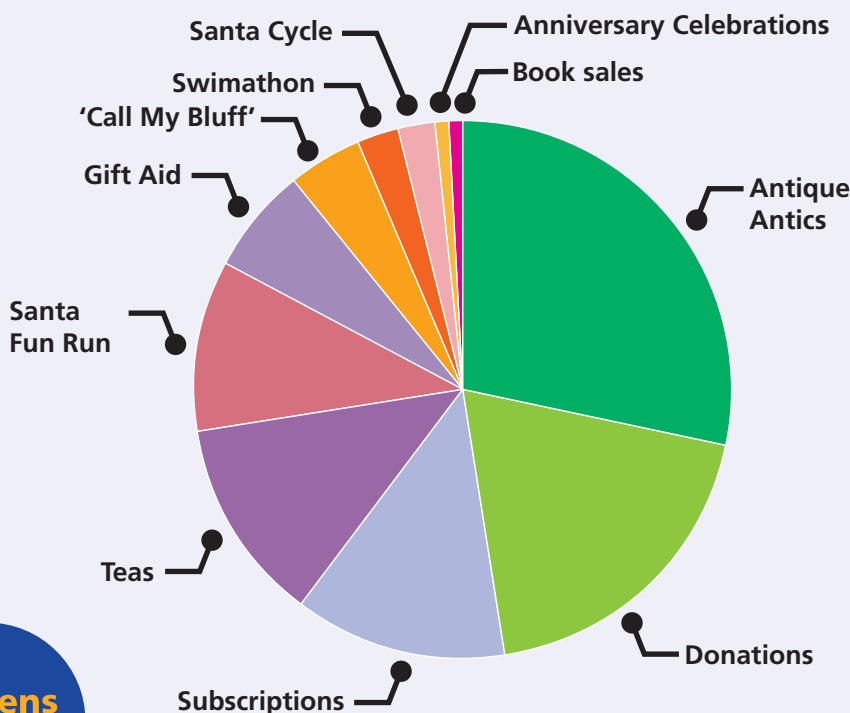
Friends celebrated the 10th Anniversary of their formation at the Wimborne Model Town with coffee and cakes and we were very pleased that our Patron, Lord Cranborne, was able to attend.

We were sorry to lose Joan Taylor who had been our Treasurer since October 2006 but are grateful that Chris Isaac has agreed to take over.

Thank you to everyone who gave their time throughout this past year to help – without you the Friends could not exist.

*Diann March  
Chairman Friends of  
East Dorset CAB*

### Friends of East Dorset CAB - How the funds were raised. 2011/12



Chairman	<b>Diann March</b>
Vice Chairman	<b>John Rynne</b>
Treasurer	<b>Chris Isaac</b>
Minutes Secretary	<b>David Morgan</b>
CAB District Manager	<b>Tony Molloy</b>
Press Secretary	<b>Tess Moberly</b>
Committee Members	<b>Pat Anderson</b> <b>Derek Geldart</b> <b>Rachel Green</b>

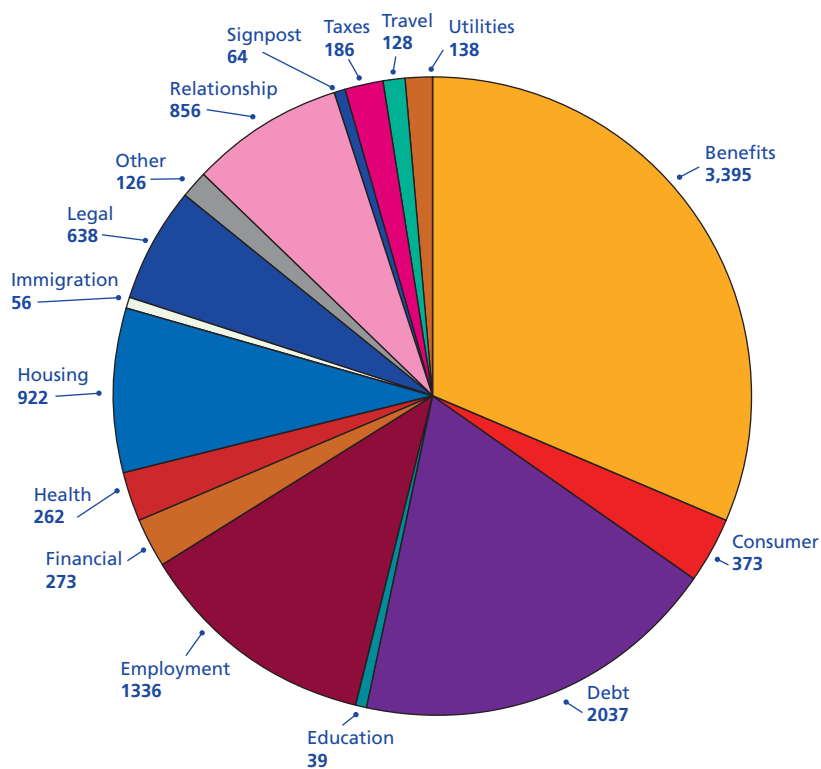
Ex-Committee	
Treasurer	<b>Joan Taylor</b>

## Bureau Activities in Key Areas of Advice linked to the recession in East Dorset

	Total 2008/9	Total 2009/10	Total 2010/11	Total 2011/12	% change 2010/11-2011/12		100	200	300	400	500
<b>Housing Benefit</b>	362	385	<b>439</b>	<b>436</b>	-1%						
<b>Job Seekers Allowance</b>	177	232	<b>178</b>	<b>203</b>	14%						
<b>Employment Terms and conditions</b>	189	200	<b>191</b>	<b>220</b>	15%						
<b>Employment - Pay</b>	241	270	<b>240</b>	<b>230</b>	-4%						
<b>Dismissal</b>	228	267	<b>214</b>	<b>207</b>	-3%						
<b>Redundancy</b>	288	204	<b>185</b>	<b>206</b>	11%						
<b>Rent arrears</b>	81	94	<b>95</b>	<b>88</b>	-7%						
<b>Mortgage arrears</b>	110	100	<b>96</b>	<b>84</b>	-13%						
<b>Relationship breakdown</b>	430	390	<b>524</b>	<b>409</b>	-22%						
<b>Domestic violence</b>	48	38	<b>35</b>	<b>33</b>	-6%						

## Total new issues

New Issues	Total	%
Benefits	3,395	31.4
Consumer	373	3.4
Debt	2,037	18.8
Education	39	0.4
Employment	1,336	12.3
Financial	273	2.5
Health	262	2.4
Housing	922	8.5
Immigration	56	0.5
Legal	638	5.9
Other	126	1.2
Relationship	856	7.9
Signpost	64	0.6
Taxes	186	1.7
Travel	128	1.2
Utilities	138	1.3
<b>Total</b>	<b>10,829</b>	<b>100.0</b>



## EDCAB Clients 2010/11 and 2011/12

	Contacts with clients	Contacts with 3rd parties
2010/11	11783	2401
2011/12	10930	2578
Change	-7.24%	7.37%

	Total New Clients	% New	Total Existing Clients	% Existing	Total unique clients
2011/12	2,412	69.7	1,047	30.3	3,459
2010/11	2,812	73.5	1,015	26.5	3,827

## contact us...

### Wimborne

Hanham Road, BH21 1AS

MONDAY 10am - 3pm  
 TUESDAY 10am - 3pm  
 WEDNESDAY 9.30am - 11.30am  
 THURSDAY 10am - 3pm  
 FRIDAY 10am - 1pm

**(01202) 884738**

Monday, Tuesday, Thursday and Friday between 10am - 3.45pm.  
 Wednesday 9.30am - 11.30am

### Ferndown

1A Princes Court, Princes Road, BH22 9JG

MONDAY 10am - 3pm  
 TUESDAY 10am - 3pm (Debt)  
 THURSDAY 10am - 3pm

**(01202) 893838**

Monday, Tuesday and Thursday between 10am and 3.45pm.

### Outreach (Drop-in)

**Verwood:** At **Verwood Library** on 1st & 3rd Thursday of every month 10.00-1.00

**West Moors GP Practice** at Church Road, Three Legged Cross on 2nd and 4th Thursday 9.30-12.00

**Leigh Park, Wimborne:** Every Wednesday 9.30-12.30 at the Children's Centre/Community Centre

**Tricketts Cross:** Every Tuesday 9.30- 12.00 at **The Heatherlands Centre**

## staff and volunteers

### Management and Paid Staff (p/t)

District Manager (*shared with North Dorset*) ..... Tony Molloy  
 Advice Manager..... Pat Temple  
 Advice Session Supervisors ..... Ann Walker  
 ..... Sylvie Mitchell  
 Money Adviser..... Nora Hall  
 Training Supervisor ..... Fiona Wilkinson  
 GP Adviser..... Sue Lynch  
 Heatherlands Outreach Adviser ..... Sophie Brown  
 Macmillan Welfare Benefits Caseworker (*until 07/11*)..... Heather Wragg  
 Macmillan Welfare Benefits Caseworker (*from 07/11*) ..... Mandi Douglas  
 Home Visiting Caseworker (*until 10/11*) ..... Gill Jones  
 Office Manager..... Lucy Campbell  
 Administration Assistant ..... Julie House

### Volunteers

Pat A	Linda G	Lyndsey T	<b>Resigned/ retired during the year</b>
Mary A	Eddie H	Joan T	David A
Patricia A	Erica H	Sue T	Audrey B
Andrea A	Anna K	David T	Gilly C
Christine B	Brian K	Shelley T	Anita F
Sophie B	Ian L	Rose T	Chris I
Jan B	Joy M	Gill W	Jenny J
Mandy B	John M	Barry W	Gill J
Ruth B	Judy M	Jill W	Juliet L
Julie C	Graham P	Amanda W)	Michael L
David C	John Pa		John N
Gillian D	Kay P		Judith R
Jean D	John P		Ann P
John E	Denise P		Paula V
Kathryn F	Roger P		Heather W
Christine F	Carol P		
Geraldine F	Jean R		
Alan H	Jeannette R		
Jane G	Beryl S		
Rachel G	Ian S		
Alastair G	Valerie S		



Charity Registration No. 1003456  
 Company Limited by Guarantee  
 No. 2618707  
 Designed by East Dorset  
 District Council - June 2012

